

Public Employees' Retirement Fund

March Results - Version I

Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

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Statewide Initiatives:

Annual Savings and Efficiency Gains
One-Time Savings and Efficiency Gains
Competitive Sourcing Participation

YTD FY 2008

\$32K
\$671.1K
\$0

7/01/07 to Current

Investments: Termination of Plexus Group services (trade execution analysis provide
Finance: Clean up of outstanding check project = \$659.9K
Finance: W & C keeping change form <10 to <24 employees = \$4.2K
Finance: Surplus furniture - cost avoidance = \$7.6K

Agency Metrics:

Financial Performance

1 year actual return/1 year target return (%)
% of active managers exceeding benchmark

Result

-7%
39%

Target

100%	90% to 100%
75%	50% to 74%

Comments

Customer Service

Benefits

Percentage of distributions processed in 30 days or less
Percentage of retirements without payment interruption

95%
98%

95%	80% - 94%
95%	80% - 94%

Call Center

Percentage of calls answered in less than 30 seconds

80%

75%	60% - 74%
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Customer Satisfaction

Customer satisfaction index

91.2%

90%	75% - 89%
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System Measures

% Automated Account Transactions
% of automated transactions

40.44%

50%	25% - 49%
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Fundamental Agency Change Initiatives

Internal Controls: On-going IC training for key Mgmt staff; Over (70) procedures documented and approved to date

Business Technology Enhancements: Business Continuity Plan: 30,000 of 35,000 system fixes complete

Retirement Planning: Launched General Member Survey, Employer Survey, and Regional Services Team

Human Resources: Launched campus recruiting effort; Launched Goal Setting (the next phase of PERF Performance Management)